Monitoring and Learning Lessons

Experiences from the AcT Programme

Kate Dyer, Programme Director
What have ToC and OM got in common?
Knowledge Generated

Citizen Action

Increased Accountability and Responsiveness of Government

Behaviour Change

Citizens

Civil Society

Government

Influence on behaviour of elected representatives, government officials, judiciary

Information Disseminated

Capacity Built

Targeted Strategic Interventions

Individual and Shared Learning

Selection, Tailored Individual Support, Grants

Improved lives and livelihoods

Better services

Example of Theory of Change ....

What are the assumptions at every level???

What evidence do we have???
**Goal**

**Inputs**

**Process**

**Outputs**

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**Increased Accountability and Responsiveness of Government**
Number and description of about policies, practices or budgets successful influenced, or positive response to complaints

**Access to Information Improved**
Headcount: mass media, broad dissemination, targeted dissemination

**Increased Citizen Action**
Number and description of: individual citizen actions (eg sending sms, letters to editors etc)

**Civil Society Strengthened**
Number and description of: collective citizen actions (joining movements), AcT partner actions

**Changed attitude / behaviour of government towards civil society**
Number and description of engagements at national and local level, appointed and elected officials

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**Selection, Tailored Individual Support, Grants**
Individual and Shared Learning

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**MDGs Achieved**
Key Features of Outcome Mapping

• **Non-linear** approach to understanding how change happens

• Focus on **attitude and behaviour change** as basis of achieving ‘higher level results’

• ‘Realism’ in **focusing on influencing those you work directly with**. They are your Boundary Partners

• Measurement of change in behaviour of individual Boundary Partners through **‘Progress Markers’**

• **More accessible approach** to monitoring – easier for ordinary citizens and communities to use
Non-linear approach to understanding how change happens
‘Realism’ in focusing on influencing those you work directly with. They are your Boundary Partners.

- **Area of influence** – your boundary partners
- **Area of interest** – ie where you want to see results eg in how government responds to citizens

Control | Influence | Interest

‘Focus on attitude and behaviour change as basis of achieving ‘higher level results’
Measuring change

Conventional Indicators

• Good for clear major steps – eg in national poverty monitoring systems
• Good for linear relationships (more funding, more classrooms built, more children go to school)

– tho’ even that’s a bit disembodied!

Progress Markers

• Capture different kinds of change from small to transformational
• Show transformation in a single partner
• Good for complex processes
• More informative than a single indicator
Progress Markers = Progressive Change

Love to See Mageuzi

Like to See Mabadiliko / Maendeleo

Expect to See Matarajio
Influencing Outcomes: Working at three levels

Partner Organisation and Programme

Programme viability, relevance, performance and effectiveness

Strategies

Strategies = the ‘bundles of actions’ that are carried out to achieve the programme results

Programme Results

Measured through progress markers or more conventional indicators
Conclusion

• There is no ‘golden bullet’
• Sometimes our tools become rigid and stuck
• Don’t run after every innovation – see what works for you
• Ensure you have time to reflect and think through what works and what doesn’t
• Share, learn, communicate

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